Amendment 327
Contract No. 229944

To the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System

This Amendment 327 to the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System is entered into this ___8th___ day of ___*May*___, 2015, by and between Vix Technology (USA) Inc (formerly known as ERG Transit Systems (USA) Inc), a California corporation and wholly owned subsidiary of Vix Mobility Pty Ltd, an Australian corporation, (hereinafter referred to as the "Contractor") and each of the following seven public transportation agencies (hereinafter referred to individually as an "Agency" or collectively as the "Agencies"):

1. Central Puget Sound Regional Transit Authority ("Sound Transit")

2. King County ("King County")

3. Kitsap County Public Transportation Benefit Area ("Kitsap Transit")

4. Pierce County Public Transportation Benefit Area ("Pierce Transit")

5. Snohomish County Public Transportation Benefit Area ("Community Transit")

6. City of Everett ("Everett")

7. State of Washington, acting through the Washington State Department of Transportation, Washington State Ferries Division ("WSF")

Recitals

A.   Effective April 29, 2003, each of the Agencies and the Contractor entered into Contract #229944 ("Contract") to implement a Regional Fare Coordination System ("RFC System") to establish a common fare system utilizing smart card technology. The Contractor is responsible for the development, implementation, operation and maintenance of the RFC System as specified in the Contract.

B.   The Agencies and the Contractor desire to amend Section VI of Exhibit 9, Price Schedule Special Programs, to compensate the Contractor for the work necessary to implement functional requirements for the King County Metro (KCM) low income program and to ensure this program is compatible with the existing Kitsap Transit (KT) Low Income program. This work is per RFI-ORCA 723 *KCM Amendment 301 Low Income Requirements Completion* V7.0

C. The Parties agree that the Work necessary to modify the system will be performed and compensated as described below.

Agreement

Section 1.0 Description of Work

The Contractor implemented the primary body of work to launch the KCM Low Income (LI) Fare program per Amendment 301. The Contractor will now perform all necessary development and testing work to implement the remaining work to modify the Customer Service Terminal (CST), Cardholder Website (CHW), Call Center Web (CCW) and Business Account Website (BAW).

1.1 The Contractor will implement four (4) functional changes as described below:

(a) Change the low income ID field to be uneditable by the cardholder and any ORCA user

   i. The KCM low income ID field will have the designated attributes which apply to the BAW, CCW, CHW and CST: *9 – 15 alphanumeric*

   ii. If a low income card is replaced with another low income card, the low income ID field will not become editable

   iii. If a low income card with an expired passenger type is replaced with a non-low income passenger type card, it is therefore deemed no longer a low income card and the low income ID field will remain uneditable.

   iv. If a non-low income card is registered for a cardholder who has been issued a low income card, the low income ID field will not be editable.

   v. On the CST, once a low income card is issued for a cardholder and a valid low income ID is entered and saved, the ID becomes locked and cannot be edited by any customer service rep (CSR) for any agency.

   vi. In the event a passenger type for a low income card expires, the card is now deemed an Adult card and the low income ID field will remain uneditable for all CST users

   vii. In the event a low income card is blocked, the low income ID field will remain uneditable for all CST users

   viii. On the CCW, once a low income card is registered for a cardholder and a valid low income ID is entered, the ID becomes locked and cannot be edited by any CSR for any Agency.

   ix. On the CHW, once a low income card is registered for a cardholder and a valid low income ID is entered, the ID becomes locked and cannot be edited by any CSR for any Agency

(b) Change the expiration date default for KCM only.

    i.   The low income expiration field (passenger type expiration) will default to two (2) years to the month, last day of the month, from the date the card is issued on a KCM CST.

    ii.   The expiration date field will continue to be editable when issuing cards on the CST.

    iii.   The low income expiration field (passenger type expiration) will default to two (2) years to the month, last day of the month, from the date the card is ordered in the BAW by a KCM user.

    iv.   The expiration date field will continue to be editable when ordering cards via the BAW

(c) Remove the restriction on replacing low income cards in the BAW

    i.   KT and KCM can replace low income cards via the BAW from either existing or new card stock

(d) Add new "Register a Card" functionality to the BAW

    i.   The BAW will be updated to allow low income card registration only by KCM users with BAW permissions

    ii.   The BAW registration functionality will be in addition to card registration via the CHW, CCW or CST, with no negative impact.

    iii.   A "register card" button will be added to the BAW "Card Account Details" screen for cards in the state described as: KCM BAW user for an active, valid low income passenger type card that is not registered

    iv.   The "register card" button is displayed for cards only in the state described in requirement 1.1 (d) iii

    v.   Card registration in the BAW is optional

    vi.   The "Card Account Details" screen will be updated to include the following for all types of cards and Agency users:

        1. Card passenger type

        2. Card expiration date

        3. Card status

    vii. On the "Card Account Details" screen, when the user clicks "Register Card", the "Register Card" screen displays the following fields:

        1. First name

        2. Middle name

        3. Last name

        4. All phone options

     5. Email address

     6. Address 1

     7. Address 2

     8. City

     9. State

     10. Zip code

viii. Field attributes, screen appearance, and mandatory fields will be the same as on the CCW

ix. The system will display and store a default security question and answer: Question: *"What is my friend's name?"*; Answer: *"LIFT"*

x. External business account users will not be allowed to search for cardholder accounts

xi. External business account users can only create a new cardholder account upon registration

xii. Business Account Lead Agent users will be able to search for cardholder accounts on the BAW as they would in the CCW. A search screen exactly like the CCW screen will display when "Register a Card" is selected.

xiii. If a low income business account card is disassociated, the card can be associated at the CST. Existing association rules apply.

xiv. KCM BAW users are limited to only entering registration information. No access is allowed to view the registered cardholder data once the low income ID confirmation screen is saved and the last "Register a Card" button is clicked.

xv. BA card registration will require matching double entry of a valid low income ID.

(e) Design the "Register a Card" function in BAW to accommodate later expansion to other passenger types if required.

1.2 The Contractor will implement the following business rules to ensure compatibility with the existing Kitsap Transit (KT) Low Income Fare Program with no adverse business effects to the KT program.

(a) The attributes of the KT low income ID field will not be affected by the alphanumeric attributes of the KCM Low Income ID field.

(b) In the event a KT low income card is registered by a KCM user on the CST or in the CCW, the low income ID field is required to be entered and is not editable from that point on.

(c) In the event a KCM low income card is registered by a KT user on the CST or in the CCW, the low income ID field will **not** be required to be entered.

(d) On the KT CST and for the KT user in the CCW, the low income ID field is optional

(e) KT users can replace low income cards via the BAW from either existing or new card stock.

(f) KT's expiration date default will not be changed by KCM's expiration date default when ordering or issuing cards on the CST or BAW.

1.3 The Contractor will update the following system documentation:

(a) SEA-01438 ORCA Cardholder Website Functional Specifications

(b) SEA-01539 ORCA Call Center Website Functional Specifications

(c) SEA-00363 ORCA Call Center Operations Manual

(d) SEA-01654 ORCA Institutional Program Website Functional Specification

(e) SEA-04418 Operations Manual – Customer Service Walk-in Center

Section 2.0 Schedule

2.1 The Work described in Section 1.0 will be completed in Maintenance Releases 28 and 30. The requirements to be implemented per each release are described below:

(a) MR 28: All requirements listed in 1.1 (a), (b) and (c) and 1.2 in its entirety
(b) MR 30: All requirements listed in 1.1 (d) and 1.1 (e)

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the sufficiency of which is hereby acknowledged, the Parties hereby agree to amend the Contract as follows:

Section 3.0 Compensation Changes

3. 1 The Parties have agreed to a cost-sharing payment scheme, whereby the total cost of the work is $36,037, with the Agencies paying $18,000. Upon satisfactory completion of all work in this Amendment 327, the Parties agree that the scope of Amendment 301 *KCM Low Income Program – Development* is complete. Any future issues that may arise related to this new functionality will be handled through the standard incident response business process. Said Payment will be made per the following milestones and percentages:

(a) **Milestone 1 MR28**: $6,300 (35% of the work) with the satisfactory completion of MR 28 and the work listed in section 2.1 (a) above.

(b) **Milestone 2 MR30**: $11,700 (65% of the work) with the satisfactory completion of MR 30 and the work listed in section 2.1 (b) above.

Section VI (Implementation) of Exhibit 9, Price Schedule, is hereby amended to read as follows:

VI. IMPLEMENTATION

SPECIAL PROGRAMS

Amendment No. 327

	LUMP SUM COST
To complete implementation of the KCM LI Program	
Milestone 1: MR28 requirements 1.1 (a), (b) and (c) and 1.2 in its entirety	$6,300
Milestone 2: MR30 requirements listed in 1.1 (d)	$11,700
	$18,000
TOTAL	

Section 4.0 Other Terms and Conditions

All other provisions of the Contract not referenced in this Amendment Three Hundred and twenty-seven shall remain in effect.
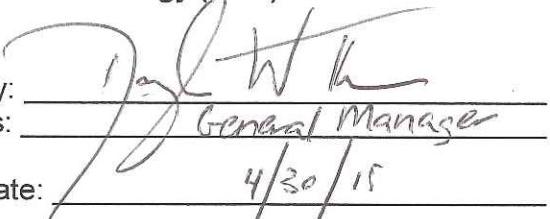
IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: _____

Its: _____ General Manager _____

Date: _____ 4/30/15 _____

The Agencies

By: _____ Candace Carlson _____

Their: _____ Operations Manager _____

On behalf of the Agencies

Date: _____ May 8, 2015 _____